

CUSTOMER SERVICE & COMMUNICATIONS DIRECTOR

DISTINGUISHING FEATURES

The fundamental reason the Customer Service & Communications Director exists is to develop, direct and manage citizen participation and communication programs that are effective in addressing neighborhood and community issues. This position is part of the management team in the Citizen and Neighborhood Services Department. Work is performed with considerable independence under the management of the Citizen and Neighborhood Services General Manager. The Customer Service & Communications Director is distinguished from the Information Resource Manager by the managing an entire division of work.

ESSENTIAL FUNCTIONS

Create partnerships of all kinds with citizens and to find meaningful ways to communicate effectively with them regarding those issues of greatest concern to their neighborhoods.

Meets with residents, neighborhood associations, interest groups, non-profit organizations, elected officials, business or industry representatives and other on policy and program issues.

Creates and maintains an internal communication and coordination system to ensure effective and efficient responses to neighborhood issues

Develops and manages a quality assurance program to ensure that all internal and external customers are provided fast, accurate information and service concerning a broad base of city issues, projects, services and customer concerns.

Communicates a vision for customer delight and fosters a culture, which encourages call center team members to strive for customer delight outcomes with each customer transaction.

Prepares the annual operating budget for the division. Manages financial and budgetary operations of the department.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Management practices and procedures.

Community organizations and their leaders.

Various negotiation styles and techniques.

Microsoft Word, Excel, and PowerPoint.

Ability to:

Personally provide--and to motivate others to consistently deliver superior, high quality services to citizens, customers and community.

Respond to, engage and cooperate with citizens, elected officials, community groups, advisory boards and commissions, co-workers and other entities working together to preserve, sustain and enhance the quality, character, vitality and integrity of existing and future neighborhoods.

Think and plan strategically, while also paying attention to detail and effective delivery of "day to day" services.

Organize, manage and deploy resources in a manner most compatible with community and organizational needs, policies, expectations and goals.

Communicate effectively in all forms, including writing, speaking and actively listening from the perspective of others. Poised and responsive in all settings, ranging from formal public hearings to neighborhood meetings and one-on-one situations.

Work with citizens, customers, employees and others with diverse cultural, social, economic and philosophical backgrounds, values and ideas.

Operate a variety of standard office equipment, which require continuous and repetitive eye, arm or hand movement.

Maintain regular consistent attendance and punctuality.

Education & Experience

Any combination of education and experience equivalent to a Bachelor's degree in public administration, urban planning or a related field and five to seven years of professional or administrative level experience developing, organizing and implementing multi-faceted community-based programs.

FLSA Status: Exempt

HR Ordinance Status: Unclassified